

OPEN MEETING AGENDA ITEM

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Arizona Corporation Commission
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RE: Docket Number E-01345A-19-0003

December 9, 2019

Dear Chairman Burns and members of the Arizona Corporation Commission,

At what point will everyone just throw their hands up in the air and shout "You were right! This entire rate design was flawed from the get go and everyone is being screwed – including us!" Obviously, \$5 Million in "educating" didn't cut it. RUCO-led "stakeholder" meetings didn't cut it. You talk about being "appalled," you talk about "independent reviews," but haven't we already been down those paths as well? Hey everyone – let's just have them file a new rate case where they can ask for an additional \$184 Million, because that's a great idea. C'mon...

Did the \$250k Overland Consulting "review" get us anywhere? Do you expect the utility hired gun Brattle Group will save the day? From my research, they were extremely successful at using us APS captive ratepayers as the Guinea pigs for demand charges for everyone. "Don't worry! Those people don't really need to *understand* how they work."

NOTHING THIS COMPANY IS DOING IS WORKING. They have repeatedly lied to the public. They have repeatedly lied to you Commissioners. They lie to the media. There is no follow through or oversight by staff and no oversight of staff by you. Am I the only one to find it odd that your Utility Director appears to put nothing in writing? The lack of public transparency is what's really appalling to me personally.

As an intervenor in this Docket, dare I say that had I been provided with the data I was legally entitled to, had my motion to compel not been blatantly ignored, do you think I would have found many of these issues many months ago? Because I think I would have. So shame on this Commission for that too.

Have you seen all of the comments about their new website and app glitches as well? Have you taken the time to read the THOUSANDS of complaints about APS that have been received by your staff over the past several years? I have, and it's not pretty. But according to your staff's whitewashed rate review report, and of course APS, zero complaints have been substantiated. This is seriously embarrassing.

And rather than putting so much focus on retail competition, maybe we should all be thinking about municipalization as a better option to quash the greed and bring the power back to the people.

"Public power utilities are like our public schools and libraries: a division of local government, owned by the community, run by boards of local officials accountable to the citizens. Most public power utilities are owned by cities and towns, but many are owned by counties, public utility districts, and even states. While each public power utility is different, reflecting its hometown characteristics and values, all have a common purpose: providing customers in the community with safe, reliable, not-for-profit electricity at a reasonable price while protecting the environment." Something to ponder...

Have you Commissioners even poked around on the APS website? If not, you should. I pulled just a few things I found gag-worthy. Perhaps Arizona PIRG, RUCO, etc. could have meetings for another two years to talk about it. Or perhaps you as Commissioners could just make a new citizen-led advisory committee who will be honest, forthright and actually have the best interests of the ratepayers at heart. There's an idea.

According to APS, the last unjust rate hike enables me to **benefit** from all those dandy rate options no one can understand. Even after my Complaint, the whitewashed staff Overland report, and the real Overland report, APS is STILL touting the same 4.5% nonsense with no mention of "base rates," adjustors, or reality for that matter. "How helpful was this answer?" they ask. Not at all.

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Rate review bill impact

How will the rate review decision impact my bill?

The rate review approved by the ACC enables you to **benefit** from more choice and control through new rate options, investment in a smarter, cleaner energy infrastructure and continued solar leadership for Arizona. The process shows what can be accomplished when people come together to resolve complex policy issues. This is a needed step in creating a long-term, sustainable energy policy for Arizona and our customers.

Estimated bill impact:

- Residential customers – about \$6.16 per month, or 4.5% increase
- Business customers – an average 1.9 percent increase across all classes
- The monthly bill for a typical residential customer (using 1,035 kWh) will go from \$135.54 to \$141.70

The impact on your individual bill will depend on your actual energy consumption.

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It seems like there's so much being done around the country with AMI data and tools to use this data to make better policies, rate designs that actually benefit people, etc., but we apparently can't have nice things here because all the Deathstar masters seem to care about is serving their hungry shareholders.

"We use interval data to create your estimated energy cost information."

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Missing data online

Why is some of the data missing from my usage online?

Automated meters use radio and cell phone technology to communicate billing and interval data. Billing data is collected at the beginning and end of each billing period and is used to create your monthly statements. Interval data is collected throughout the day and identifies how much energy is used on an hourly or daily basis, so it allows you to analyze your energy-use patterns.

In some areas, the quality of radio and cell phone communication is less than optimal, which can cause interruptions to communications (i.e., dropped calls).

We use daily interval data to create your estimated energy cost information. If we are unable to retrieve your daily interval data, we cannot accurately estimate your energy cost for that day and your total estimated energy costs for the billing period will not include the full cost of the energy used on that day.

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Let's move on to my favorite though. Especially since even APS customer service reps seem to struggle with the demand rates and explaining what they are to customers. Or in my case, being told by an APS customer service rep the demand charge is just a "set monthly \$17.40 fee." Egads.

My favorite line here is: "It's important to know that peak usage is averaged over an entire hour so you don't have to worry about any moment in time." I read this to three different people today who all said "Whaaat?!?!". This doesn't sound like a company who's trying to "educate" their customers so they don't potentially see a \$200 demand charge show up on their bill – quite the contrary. Don't worry, be happy.

aps.com/Residential/Save-Money-and-Energy/Your-Energy-Your-Options/Energy-Saving-Tips/Peak-Hour-Usage

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So what is Peak Hour Usage?


Simply put, peak usage is the one hour of the month when your energy use during on-peak hours is at its highest. On-peak hours are 3 p.m. to 8 p.m. weekdays. It's important to know that peak usage is averaged over an entire hour so you don't have to worry about any moment in time.

But let's move on. Here are two families. One likes comfort and convenience, one wants to save money. Do any of the people who make all of these things for APS live in reality? Because it doesn't appear to me that they do. It also doesn't do ANY job of explaining what those "comfort" charges might look like, or even the reality of what setting your thermostat at 75 AND making dinner look like with a demand charge. Like the majority of things on APS's website, it's meaningless info that completely lacks substance and does absolutely NOTHING to help customers help themselves to not get any more gauged than they're already being gauged. This is stupid and worthless.

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An example of how peak hour usage is calculated

Let's look at an example of two families — with identical appliances — who have different peak hour usage based on how many major appliances they're using at the same time, for one hour, during on-peak hours, Monday - Friday.

Priority of comfort and convenience

Come home from work and during one on-peak hour they:

- Set their AC at 75
- Cook dinner
- Start a few loads of laundry
- Run their pool pump

More concerned with saving money

Come home from work and during one on-peak hour they:

- Set their AC at 75
- Cook dinner

Then during off peak hours they:

- Start a few loads of laundry
- Run their pool pump

I did a quick google search of "kw calculator for major appliances to estimate demand charge." On the **very first page of my search**, I found an electric co-op that has a **kick ass energy demand calculator**. I really feel like so much of this is, and should be common sense, but maybe there are too many millionaires in the kitchen?! How much did we all pay for that new APS website and app by the way???

Summer

Winter

Air conditioner	<input checked="" type="checkbox"/> ON	2.00 kW	?
Heat pump	<input type="checkbox"/> OFF	kW	?
Pool pump	<input checked="" type="checkbox"/> ON	0.89 kW	?
Clothes dryer	<input type="checkbox"/> OFF	kW	?
Washing machine	<input type="checkbox"/> OFF	kW	?
Electric oven	<input checked="" type="checkbox"/> ON	1.70 kW	?
Electric range	<input checked="" type="checkbox"/> ON	0.75 kW	?

So in closing, I'm once again awake way past my bedtime to write to you again. I'm extremely grumpy because I've been calling out all of this nonsense for too long. I would apologize for my late-night "broken internal editor" writing, but I'm honestly not sorry.

I asked many important questions as an Intervenor at the hearing in this docket, but none of you followed up, or asked your own questions, or listened to me. Much like you not listening to me months before Stephanie Pullman's tragic death when I told you that people were dying in their homes.

We can only hope that you read what we write. Mr. Padgaonkar already connected the dots about the rate comparison tool garbage in his last filing.

It's still not too late to offer all of us captive and price-gouged ratepayers relief by turning back the clock on the last unjustified rate hike and flawed rate design, give us our old plans and peak times back, and then sort everything out – including a rate design that doesn't need a \$50 Million explanation and PhD in analysis -- in the new year-long circus of the new rate case.

Until this happens, I will continue to dig and prod and be a thorn in everyone's side to stick up for the many folks who contact me regularly, and are just trying to survive through their massive energy bill burden and confusion.

I can also tell you that more than 2500 have now signed the new No APS Rate Hike petition - <https://www.change.org/p/no-aps-rate-hike-stoptheapsgreed>. I'd encourage you to go read the comments, while also knowing there are thousands of eyes watching your every move.

Please do your job and reel this out of control, greedy utility monopoly in once and for all. We've all had enough.

Happy Holidays,

Ms. Champion